

Leaseholder Satisfaction Survey

Housing 21 carried out a census survey of all of its leaseholders, 1,180 questionnaires were sent out in total.

About the survey

In April and May 2021, many of you took part in an important survey.

The survey focused on how happy you are with the way Housing 21 delivers key services. The survey was anonymous and carried out by an independent market research company – Acuity Research & Practice.

A total of

731

leaseholders took part in the survey!



Thank you to all of you who took part!

This report contains key results from the survey in respect of leaseholders' opinions about their homes and the services received.

Your Court Manager



85%

Six out of seven leaseholders are happy with the frequency of contact they have with their Court Manager.



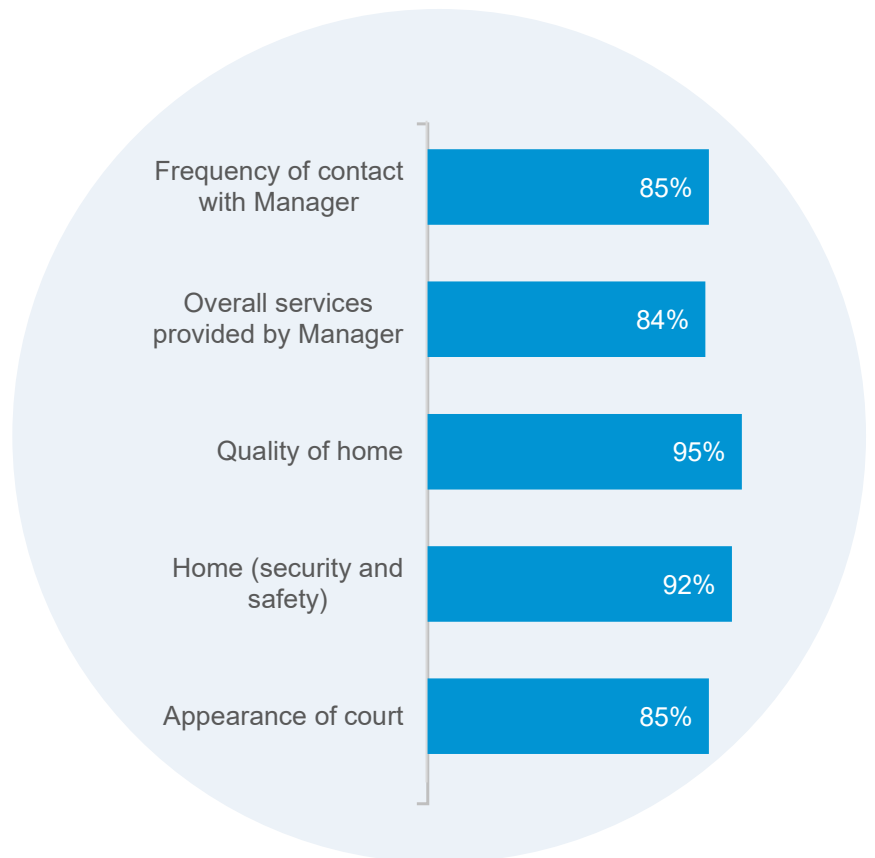
84%

Satisfaction with the overall service provided by the Court Manager is almost as high at 84%.

Your Home



95% of leaseholders are satisfied with the quality of their home. Encouragingly, 92% of leaseholders feel safe and secure in their home. The majority of leaseholders are also satisfied with the overall appearance of their court (85%).



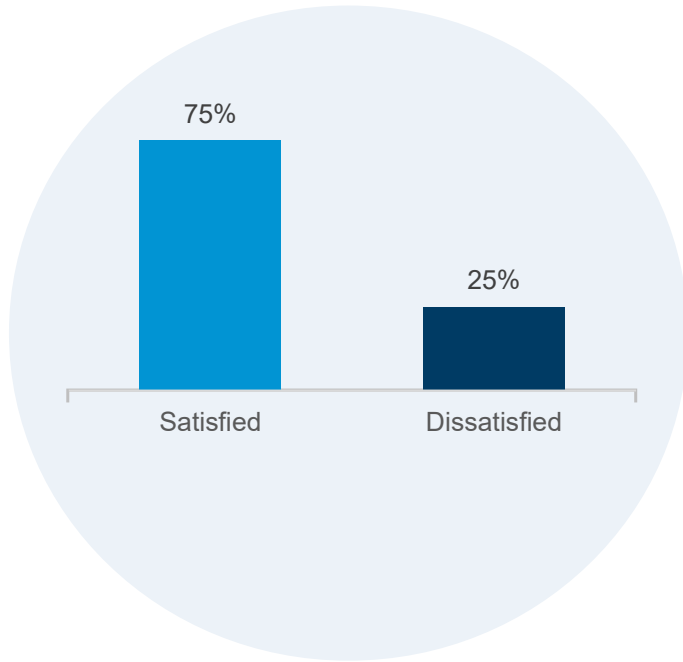
Making a complaint



Some 89% of leaseholders said that if they were unhappy about something that Housing 21 had or had not done they would complain (11% would not).

Housing 21 will be using the results from the survey to review and improve services.

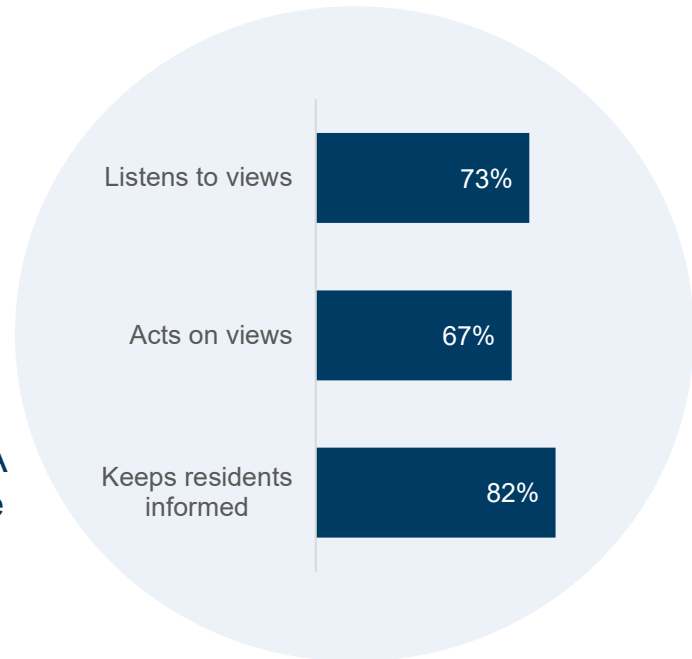
Repairs and Maintenance (external and communal areas)



Three quarters of leaseholders are satisfied with the repairs & maintenance service overall (75%), however, 25% of leaseholders said that they are dissatisfied.

Communications

Three quarters of leaseholders feel that Housing 21 listens to their views (75%), while slightly fewer feel that Housing 21 acts on them (67%). Encouragingly, 82% of leaseholders feel that Housing 21 keeps them informed about things that might affect them as a leaseholder. A number of leaseholders are dissatisfied in these areas (18% to 33%).



Value for money and the service charge statement



72% of leaseholders feel that the service charge provides good value for money.



Seven out of eight leaseholders (82%) find it easy to understand their service charge statement.

Overall services

82%

Some 82% of leaseholders are satisfied with the overall service provided by Housing 21, while 18% are dissatisfied.

What leaseholders like about the services provided by Housing 21

	Top 10 comments	Number of leaseholders
1	Generally happy, no problems	93
2	Housing officer/warden	87
3	No comment/suggestions	55
4	Communal cleaning & maintenance	45
5	Garden	37
6	Good communications and contactable	35
7	Feel safe and secure	35
8	Attitude of staff	31
9	General negative comment	24
10	Good overall service	24

Everything is provided for you without asking

All staff are caring and very professional.

Friendly approachable management.

The communal areas are pleasant and well kept.

A feeling that I am safe and have someone to speak to when needed.

House manager is excellent.

Security, maintenance and well kept gardens.

I love the garden.

Feeling safe and secure.

Regular communication / court newsletter.

I think that the services are really good.

The gardener does a really good job.

Our Court manager is very approachable and effective.

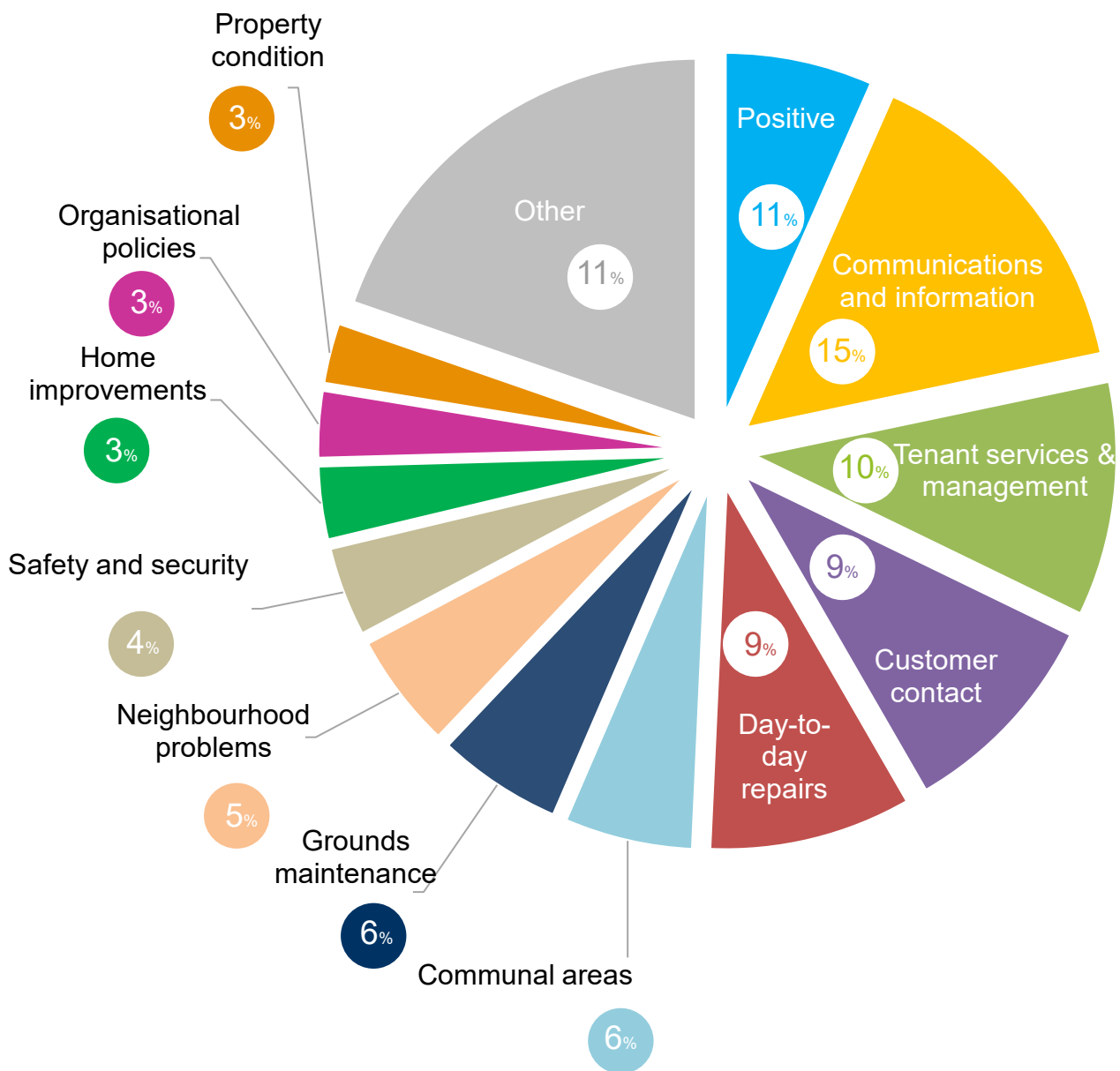
Living in a community.

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Improving Services

Leaseholders were asked what area of the service provided by Housing 21 could be improved. A total of 696 comments were made from leaseholders. Some 11% of the comments were complimentary about Housing 21.

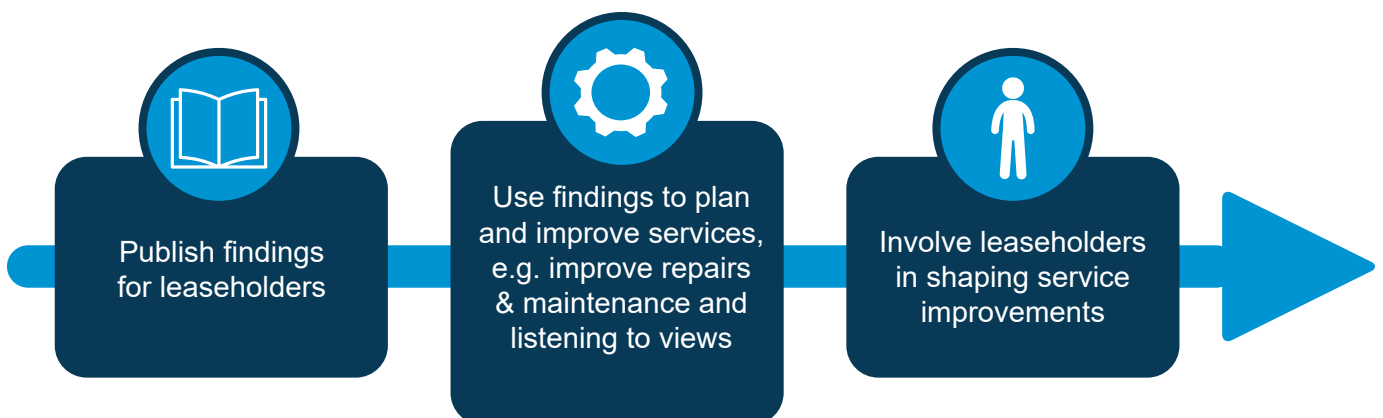
The services that leaseholders would like to see improved as shown in the chart below. Most often mentioned are communication and information, tenant services, customer contact and day-to-day repairs.



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You say – We do

Carrying out this survey is just part of the work Housing 21 does to involve you in developing services. As well as publishing the results of the survey, Housing 21 plans to put the findings to good use by working with leaseholders to further improve the services we provide.



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Your views

Housing 21 - Leaseholder Satisfaction Survey 2021

Next steps!

Housing 21 appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work very well and those we know can and should improve.

Where you have said that you are happy for us to, we might contact you to discuss an issue you have raised, invite you to participate in other feedback events or to ask for more information.

Thank you very much.



Thank you once again to all of you who took part!